APPLICATIONS: Please forward your application, quoting the relevant reference number, Government Pensions Administration Agency, 34 Hamilton Street, or Private Bag X63, Arcadia, Pretoria, 0001.

FOR ATTENTION: Ms Mapule Mahlangu- Recruitment

CLOSING DATE: 31 May 2019 12h00 noon. No email or faxed applications/ No late applications, 12H00 No late applications will be considered. No faxed / e-mailed / late applications will be considered.

NOTE: Requirement of applications: Applications must be submitted on form Z83, obtainable on the internet at http://www.gpaa.gov.za (Originally signed). The relevant reference number must be quoted on all applications. Application should consist of a comprehensive CV (specifying all experience and duties, indicating the respective dates MM/YY as well as indicating references with full contact details), original certified copies of all qualifications (including matriculation), Identity document, valid driver’s license (where driving/travelling is an inherent requirement of the job) and proof of citizenship if not RSA Citizen. Note: Copies of certified documents will not be accepted – all copies must be originally certified in the past 3 months. Failure to submit the above information will result in the application not considered and deemed a regret. The candidate must agree to the following: Shortlisted candidates must be available for interviews at a date and time determined by GPAA. Applicants must note that pre-employments checks and references will be conducted once they are short-listed and the appointment is also subject to positive outcomes on these checks, which include but not limited to: security clearance, security vetting, qualification/study verification, citizenship verification, financial/asset record check, previous employment verification and criminal record. Applicants will be required to meet vetting requirements as prescribed by Minimum Information Security Standards. It is the applicant’s responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within three (3) months after the closing date of this advertisement, please accept that your application was unsuccessful. The candidate must take note of: It is intended to promote representativeness through the filling of these posts and the candidature of persons whose promotion/appointment will promote representativeness, will receive preference. Disabled persons are encouraged to apply. For salary levels 11 – 15, the inclusive remuneration package consists of a basic salary, the state’s contribution to the Government Employees Pension Fund and a flexible portion in terms of applicable rules. SMS will be required to undergo a Competency Assessment as prescribed by DPSA. All candidates shortlisted for SMS positions will be required to undergo a technical exercise that intends to test the relevant technical elements of the job. The GPAA reserves the right to utilize practical exercises/tests/competency assessments for non-SMS positions during the recruitment process (candidates who are shortlisted will be informed accordingly) to determine the suitability of candidates for the post(s). The GPAA reserves the right to cancel the filling/not to fill a vacancy that was advertised during any stage of the recruitment process. The successful candidate will have to sign an annual performance agreement and will be required to undergo a security clearance.

OTHER POSTS

POST 17/19: CLIENT LIAISON OFFICER REF NO: CLO/NC-KIMB/2019/05-1P

SALARY: R376 596 per annum (Basic salary) (Level 09)

CENTRE: Northern Cape (Kimberley) Regional Office

REQUIREMENTS: A three year degree/national diploma or equivalent three year qualification (at least 360 credits) with a minimum of four (4) years’ experience in client relations management. Computer literacy that would include a good working knowledge of Microsoft Office products. Valid driver’s license is mandatory, at least two years old (a certified copy must be attached to the application). Proficiency in English is
a requirement and the ability to speak any of the other official languages in the province applying for, would be an added advantage. Geographical knowledge of the province for which application is made. Excellent customer relations experience. The applications of individuals currently residing in Northern Cape may receive preference. Knowledge of Employee benefits. Knowledge of client relations management. Knowledge of GPAA/GEPF’S products and services. Excellent problem solving skills. Strong customer orientation and customer relations. Excellent presentation skills. Excellent communication skills at all levels in and outside the organization (verbal and written). Outgoing personality. Ability to build strong network relationships. Ability to take responsibility and to work independently. Analytical skills.

**DUTIES**

Providing education and training: Conduct training to HR Unit on correct completion of documentation to be submitted to GPAA. Conduct workshops and roadshows to members, employers and stakeholders to create understanding of products used and processes to be followed. Conduct Induction Programme to employees and stakeholders to create understanding of products used and processes to be followed. Plan presentation of education materials, monitor and evaluate the effectiveness of programmes conducted, recommending enhancements. Market new services offered by GPAA by conducting training of new/current PCM-Pension Case Management users. Promote compliance with GPAA’s processes and procedures. Compliance of employer and stakeholders: Check reported feedback regarding compliance of performance from the employer departments. Follow-up/trace missing information on outstanding documents in order to enable finalisation of the process (Trace members for outstanding life certificates). Analyse documents received on PCM-Pension Case Management to provide feedback to departments on core issues identified, highlighting key issues to Senior CLO. Ensure that GPAA rules, products and processes are known and adhered to. Enquiry management (General and RMC): Check member queries through wireless facility and resolve on site. Provide information regarding member cases. Facilitate meetings with relevant client departments in resolving administrative issues. Confirm member status with employer (RMC). Update member information on the RMC portal application. Requesting and receiving additional information from employer with regards to Medical and IOD. Interaction with Compensation Fund regarding IOD enquiries. Collection of documentation: Pre-verification of documents received from employer, member and third party. Checking and capturing of documents. Bar coding, linking and indexing of documents. Scanning documents onto PEKWA. Quality assurance of each case using control sheet. Collect supporting documents for RMC processes. Collect original awards from employer regarding IOD.

**ENQUIRIES**

MS Mapule Mahlangu Tel No: 012 399 2639

**NOTE**

One Client Liaison Officer: Northern Cape (Kimberley) Regional Office position is currently available at GPAA. The position will be filled as permanent position. Employment Equity target for the post is Indian/White Male and Coloured/Indian Female or people living with disabilities. Candidates of the specified groups are encouraged to apply.

**POST 17/20**

CUSTOMER SERVICE AGENT REF NO: CSA/NC - KIMB/2019/05-1P

The purpose of the role is: To provide administrative functions and to resolve queries and complaints on first contact within the Clients Relationship Management environment.

**SALARY**

R208 584 per annum (Basic salary) (Level 06)

**CENTRE**

Northern Cape (Kimberley) Regional Office

**REQUIREMENTS**

An appropriate three year tertiary qualification (at least 360 credits) with 18 months proven experience in processing life insurance/employee benefits or client relationship management/client care OR a Grade 12 Certificate/Senior Certificate (Matric) with three years proven experience in processing life insurance/employee benefits or client relationship management/client care. Knowledge of GEPF products and services will be an advantage. Computer literacy that would include a good working knowledge of Microsoft Office products. Proficiency in English is a requirement and the ability to speak any of the other official languages in the province applying for, would be an added advantage. The applications of
individuals currently residing in Northern Cape Province may receive preference. Excellent problem solving skills. Excellent presentation skills. Excellent communications skills, both verbal and written. Ability to communicate with clients. Time management skills. Self-management – being able to work independently. Knowledge of Employee Benefits. Knowledge of client relations management. Geographical knowledge of the Province applying for.

DUTIES: The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Provide quality customer service within CRM. Handle all face to face enquiries received effectively. Follow up and finalize enquiries referred to other business units, within the agreed time frames. Respond to emails, web queries, posted queries/courier services, faxes within allocated time frame. Update on all the relevant GPAA systems. Provide Client liaison services within the office. Respond to escalated queries within allocated time frame. Interact with the departments and members regarding outstanding queries. Relationship management on any changes happening in the various sections. Provide/ request feedback to various clients and stakeholders. Follow-up with business units and provide feedback to clients until cases are finalized. Effective and efficient administration of documents received. Provide administrative support to outreach initiatives. Provide data inputs in the compilation of the reports. Report any issues/make recommendations with regards to ongoing service improvements and maintain a high level of client care. Compile and submit daily, weekly and monthly production statistics to the supervisor. Check and update consolidated/escalation lists to the supervisor.

ENQUIRIES: MS Mapule Mahlangu Tel No: 012 399 2639

NOTE: One Customer Service Agent: Northern Cape (Kimberley) Regional Office position is currently available at GPAA. The position will be filled as permanent position. Employment Equity target for the post is Indian/White Male and Coloured/Indian Female or people living with disabilities. Candidates of the specified groups are encouraged to apply.

POST 17/21: CUSTOMER SERVICE AGENT REF NO: CSA/MPU/05-1C
(12 months contract)
The purpose of the role is: To provide administrative functions and to resolve queries and complaints on first contact within the Clients Relationship Management environment.

SALARY: R208 584 per annum (Level 06) plus 37% in lieu of benefits

CENTRE: Mpumalanga Regional Office

REQUIREMENTS: An appropriate three year tertiary qualification (at least 360 credits) with 18 months proven experience in processing life insurance/employee benefits or client relationship management/client care OR. A Grade 12 Certificate/Senior Certificate (Matric) with three years proven experience in processing life insurance/employee benefits or client relationship management/client care. Knowledge of GEPF products and services will be an advantage. Computer literacy that would include a good working knowledge of Microsoft Office products. Proficiency in English is a requirement and the ability to speak any of the other official languages in the province applying for, would be an added advantage. Excellent problem solving skills. Excellent presentation skills. Excellent communications skills, both verbal and written. Ability to communicate with clients. Time management skills. Self-management – being able to work independently. Knowledge of Employee Benefits. Knowledge of client relations management. Geographical knowledge of the Province applying for.

DUTIES: The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Provide quality customer service within CRM. Handle all face to face enquiries received effectively. Follow up and finalize enquiries referred to other business units, within the agreed time frames. Respond to emails, web queries, posted queries/courier services, faxes within allocated time frame. Update on all the relevant GPAA systems. Provide Client liaison services within the office. Respond to escalated queries within allocated time frame. Interact with the departments and members regarding outstanding queries. Relationship management on any changes happening in the various sections. Provide/ request feedback to various clients and stakeholders. Follow-up with business units and
provide feedback to clients until cases are finalized. Effective and efficient administration of documents received. Provide administrative support at outreach initiatives. Provide data inputs in the compilation of the reports. Report any issues/make recommendations with regards to ongoing service improvements and maintain a high level of client care. Compile and submit daily, weekly and monthly production statistics to the supervisor. Check and update consolidated/escalation lists to the supervisor.

ENQUIRIES

NOTE

: MS Mapule Mahlangu Tel No: 012 399 2639

: One Customer Service Agent: Mpumalanga Regional Office position is currently available at GPAA. The position will be filled as 12 month contract position. Employment Equity target for the post is Coloured/Indian/White male/females or people with disability. Candidates of the specified groups are encouraged to apply.